



Registration & Booking Terms Online Classes

Until my class is confirmed by Promoting Excellence...

Your completion of the online booking and registration form is an invitation to treat and must not be regarded as a definitive class booking until Promoting Excellence have confirmed the date and time you have requested has been booked for you, in writing, by e-mail. Promoting Excellence will use its best endeavours to comply with your requested date and time, but in order to run, all courses must have sufficient delegate numbers. Whether numbers are sufficient for any course is at the sole discretion of Promoting Excellence Ltd. Should the course not be possible on your chosen date and time, then an alternative date and/or time will be offered for your consideration without obligation on your part, until agreed. No course date and time is binding until confirmed as such by Promoting Excellence Ltd.

How and when will my class be confirmed?

Your registration is confirmed by Promoting Excellence Ltd sending you an e-mail specifically confirming your class, including the date and time, and containing the individual links for you, and any other delegates for whom you are making the booking, to use on that day. This will normally be within 24h of you completing the registration form.

Who lets my delegates know they are registered for this class?

You will do that, after Promoting Excellence has sent you the confirmed booking time and date, and the links for you to send to your delegates. Promoting Excellence will send you, by e-mail, any materials that your delegates will need - for you to pass-on to them. Some of our classes have these materials directly available for delegates to download. Where this is the case, you will be sent a login ID and password, for use by your delegates to download their materials in advance.

Promoting Excellence Ltd
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WN6 8BJ



07974 677705

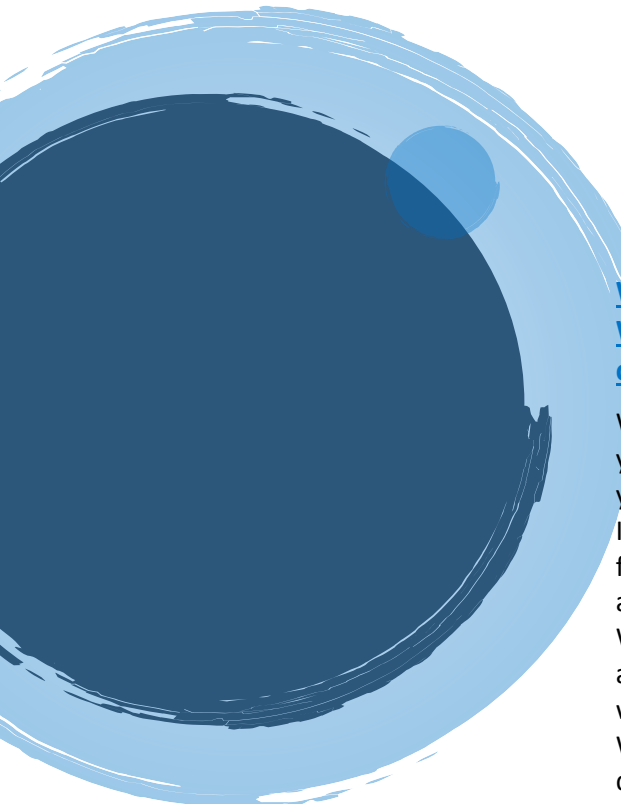


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What if I need to cancel my booking – are there charges?
What if there aren't sufficient delegate numbers to run my class?

Where you transfer your booking to an alternative date and time and you agree this with Promoting Excellence more than 1 month before your agreed course date, then no additional fee is payable.

If Promoting Excellence determines there are not sufficient delegates for your class and so cancels the class, and you cannot agree an alternative date and time, then no fee is payable at all.

Where you cancel your booking more than one month before the agreed date and time, then 25% of the full booking fee is payable and will be invoiced.

Where you cancel a booking within one calendar month of the agreed date and time, but not less than 14 days before the agreed date and time, then 50% of the booking fee is payable and will be invoiced.

Where you cancel a booking within fourteen days of the agreed date and time, but not less than 7 days before the agreed date and time, then 75% of the full booking fee is payable and will be invoiced.

Where you cancel a booking within seven days of the agreed date and time, but not less than 24 hours before the agreed date and time, then 90% of the full booking fee is payable and will be invoiced.

When do I pay for the class I have booked?

Payment is made to invoice. Our contractual invoice terms are 28 days from the date of invoice. Invoices will be issued the day after your online class has taken place OR 60 days from Promoting Excellence accepting and confirming your booking – whichever comes sooner.

How are the online classes hosted? Do I need special software?

Classes are hosted using Microsoft Teams.

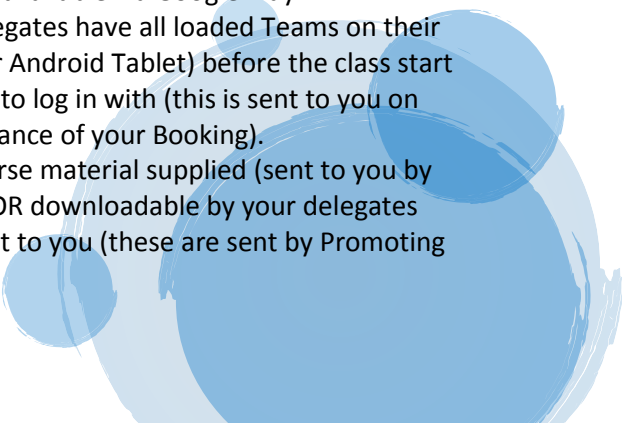
Teams is freely available for all PCs from Microsoft using this link:

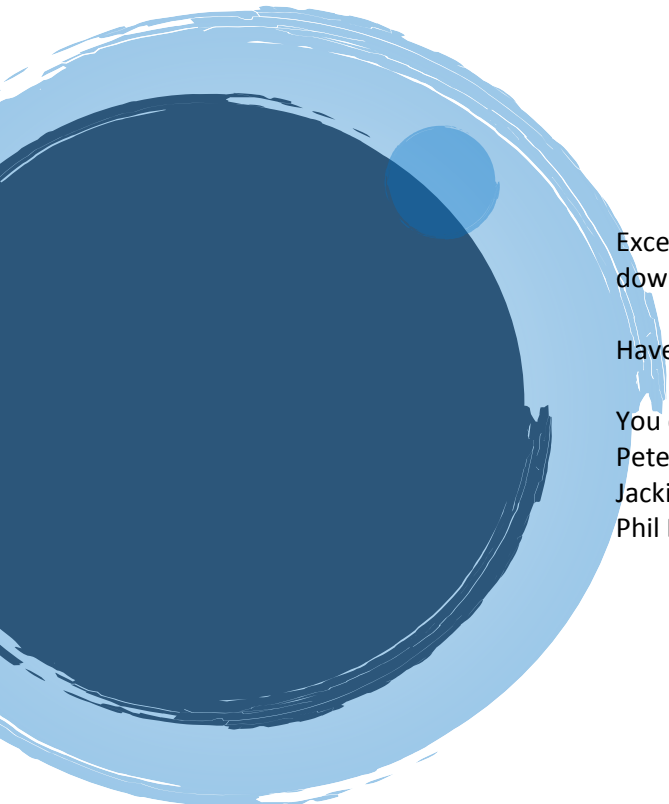
<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/group-chat-software>

There are also Teams apps available for Apple iOS and MAC available at the App Store and for Android available via Google Play.

You will need to ensure your delegates have all loaded Teams on their device (PC, MAC, iPad, iPhone, or Android Tablet) before the class start time, and that they have the link to log in with (this is sent to you on the Promoting Excellence Acceptance of your Booking).

Your delegates will need any course material supplied (sent to you by Promoting Excellence on e-mail OR downloadable by your delegates using the login and password sent to you (these are sent by Promoting





Excellence on your Booking Acceptance e-mail. Not all courses yet have downloadable materials – some will use e-mail to send these to you.)

Have a happy and successful learning experience!

You can always contact our experts using the following:

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